



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Module LCHS4003

Introduction to Health and Social Care

WEEK 4

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Lecturer: [please insert here]

Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives



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WELCOME

Record the Session



Ice Breaker



Moodle Site Familiarity

All students:-

- to log onto the Moodle site
- to access slides week 4 teaching session slides and open up the slides (pop up PDF file)
- to locate the group work activity sheet
- open up the group work activity video link

Today we will...

- Explore the different health and social care services across health and social care systems.
- Consider strength-based approaches to person-centred care and planning for service delivery.
- Provide an outline of systems theory.
- Complete the group work activity and present back
- Complete a weekly 'Infoskills Gym' activity.

Aims and Objectives of the session

Aims

- To look at the different health and social care systems
- To consider strength-based approaches and how these relates to person centred care and planning

Objectives

- By the end of the session, you should have an insight of the different health and social care systems and have some knowledge of systems theory
- You should be able to know what strength-based approaches are around person centred care and planning to meet service users' needs

Session 1

Setting the context

Person Centred Care Strength-based Approaches

What is person-centred care?

- Class discussion

What is person-centred care?

- Watch video
- <https://www.youtube.com/watch?v=rM9QAxFSBMU>

What is person-centred care?

- Person-centred care is an approach to care delivery, which meets individual needs (Macleane Associates, 2015) as it places the person at the centre.
- Glasby (2017) asserts that person-centred care and planning starts with the 'individual rather than with the service' (p.62).
- Dignity of the service users is important as this helps to promote self-respect, self-confidence, autonomy, and integrity (Haugan & Eriksson, 2021).
- It places the individual service user at the centre of what is being delivered:
 - in the planning process;
 - involvement in decisions about their care;
 - considers their needs and preferences; and
 - they are included in the care planning process.

- A person-centred plan is not only about wider goals and ambitions, but can also be about the little things e.g., enabling people to:
 - make choices;
 - to be told what services are available;
 - to know the costs; and
 - that the provision has clear information.
- It's about seeking to focus on formal services to meet the aspirations of the service user and anyone important to them (Glasby, 2017).
- It's a 'circle of support' (Glasby, 2017, p.62).
- It requires the H & SC worker getting to know the individual as a unique person as a Very Important Person (VIP) (Maclean Associates, 2015).
- It's about working in partnership with the service user as an equal partner.

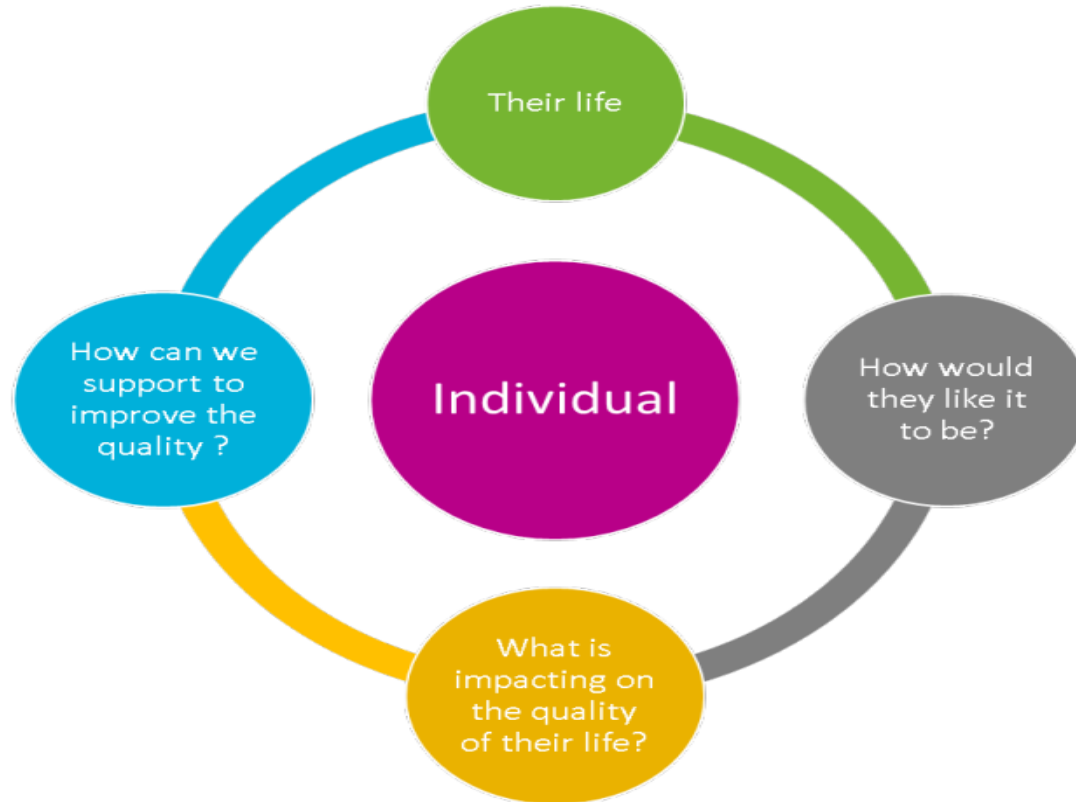
- In person-centred care it is important to see the individual to help build up their resilience.
- Consider how you build the service users enthusiasm and buoyancy for life. Important to build self-worth.
- What do you do to support families effectively ensuring empowerment and control. .
- How do you promote social participation within the wider community and family and ensuring the access to resources to connect with wider networks.
- Building positive and creditable relationships with frontline workers.
- There needs to be flexible and reliable service delivery.
- That the service has an eye on valuing diversity needs.
- Recognising the need to have consistent service delivery

Brook (2004) confirms that there are four elements to person-centred care:-

1. Valuing service users and those who care for them.
2. Treating the service user as an individual.
3. Looking at the world from the service user's perspective.
4. Providing a positive social environment to enable the service user to develop good well-being.

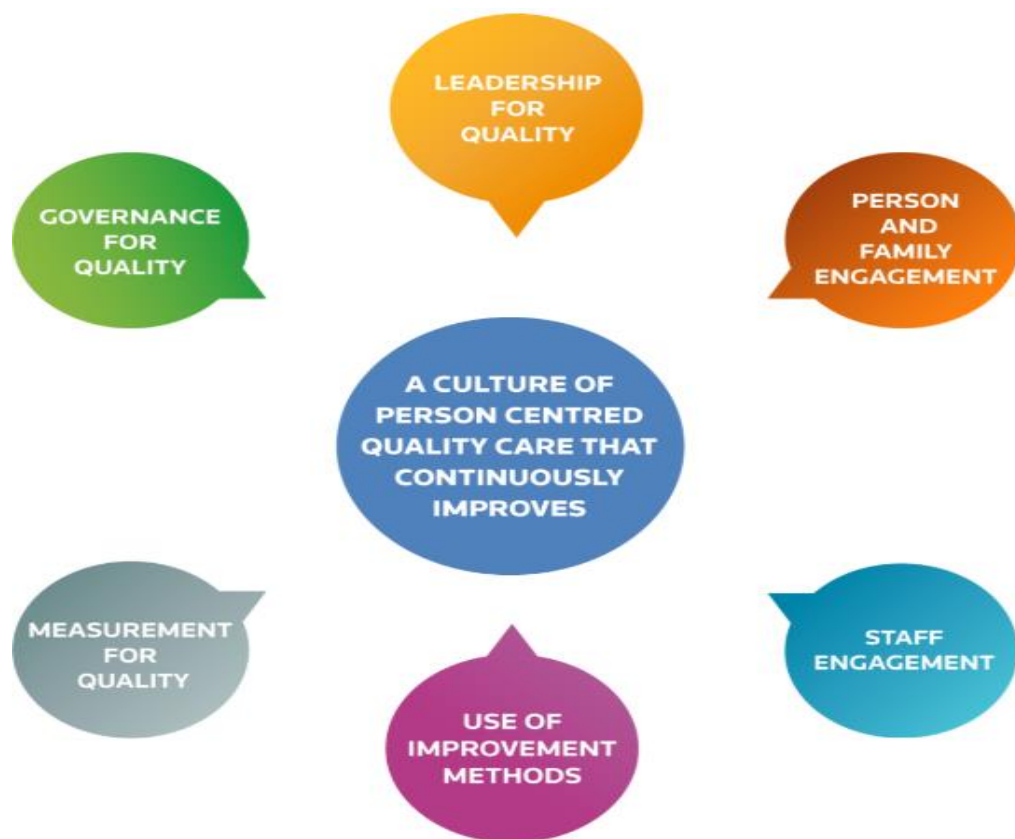
Person-Centred & Strength-based Approach

Graphic 17 - Person Centred and strengths-based approach



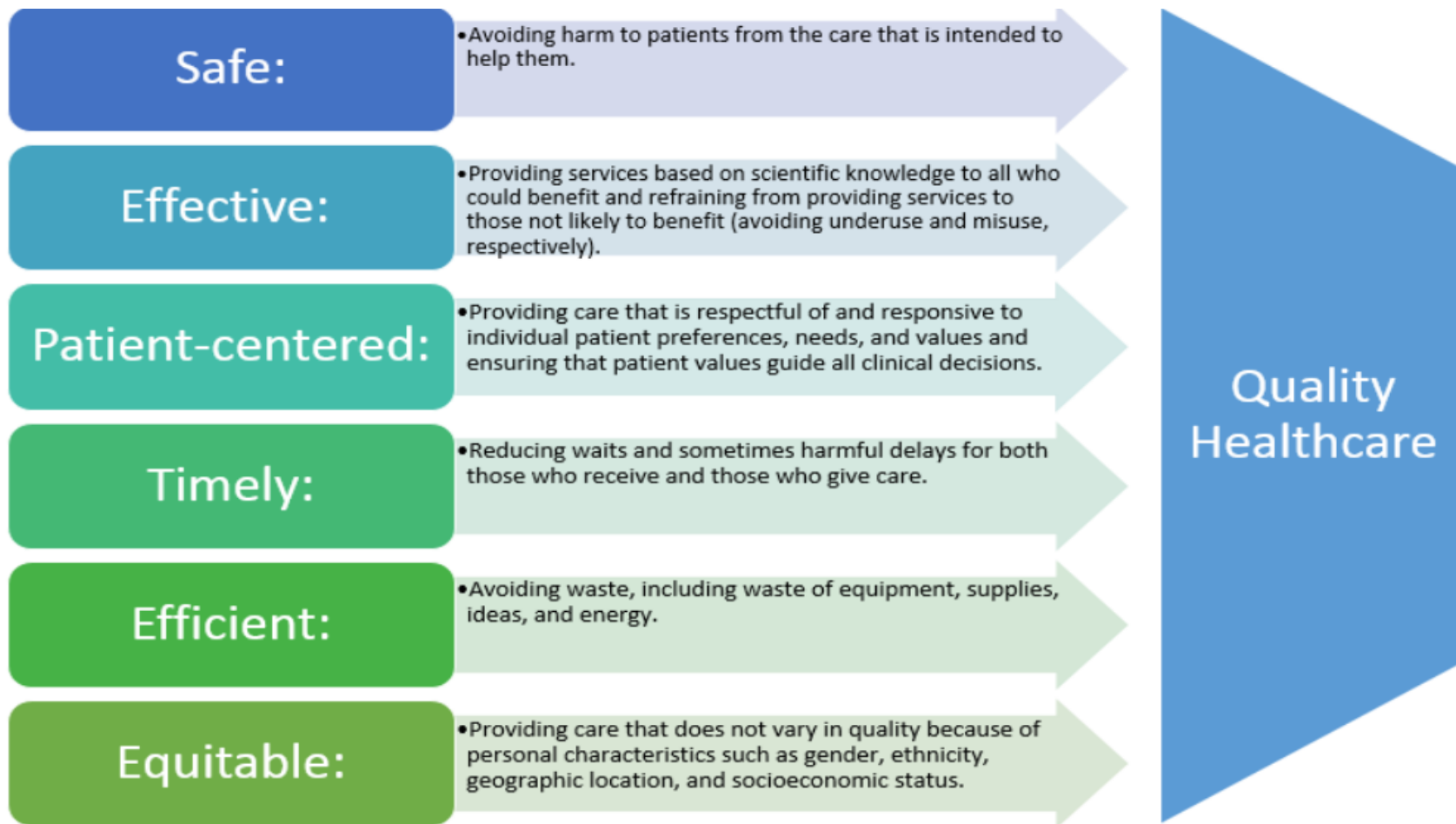
(DHSC, 2019, p.27)

Person-centred Care



1. A person-centred care requires an embedded culture that looks for continued improvement in service delivery and practice delivery.
2. It should be person-centred and look to meeting individual needs and be a reassurance for families that the best possible care is given to the service user.

A person-centred approach to care



There are five key features to person-centred care and planning

1. Service users are at the centre of service delivery with good open communication systems in place.
2. It includes stakeholders such as other professionals, family and key friends.
3. It will reflect the individual's capacities to support their own needs and recognises them as experts.
4. There is a shared commitment to supporting the individual and upholding their rights.
5. It is about active listening, to help the individual get the best outcomes in life (Maclean Associates, 2015).

Person-centred planning

- Different services will use different methods of person-centred planning. This will require having dignity for the service user (Haugan & Eriksson, 2021).
- There are different tools and documents to log the planning data and information about the service user so that there is a record of what has been agreed.
- Such information might include: a profile of the service user which contains essential factual information e.g., name, address, DoB, gender, age etc.
- Planning assesses the individual to address their needs to live a full and active life as far as possible.

- What the person feels is important to them and what support they will need. This information might explore what makes them feel good, what a good day might look like and what a bad day might be feel and look like too.
- What their goals are, what steps they and others would take to help to work towards or meet their goals.
- Once the data set has been determined, Health and SC staff will work toward meeting the individual needs and or identify those who would best meet these needs.
- A review process should be built into the planning process to monitor that things are on track and or to re-evaluate if other needs are required or things need to be removed.

Refreshment Break

Session 2

Presentation of Ideas

Systems theory within the health and social care sector

- **Areas of wellbeing – the Care Act 2014**
- **Presentation of systems theory as it relates to service users**
- **Different types of H & SC systems**
- **The practitioners approach**
- **Read contents of pages 62 and 63, and 137 to 160 in Glasby (2017)**
- **Haugan & Eriksson (2021, pp 71 to 84)**

Areas of wellbeing – The Care Act 2014

Graphic 21 - Nine areas of wellbeing as per Care Act 2014



(DHSC, 2019, p.33)

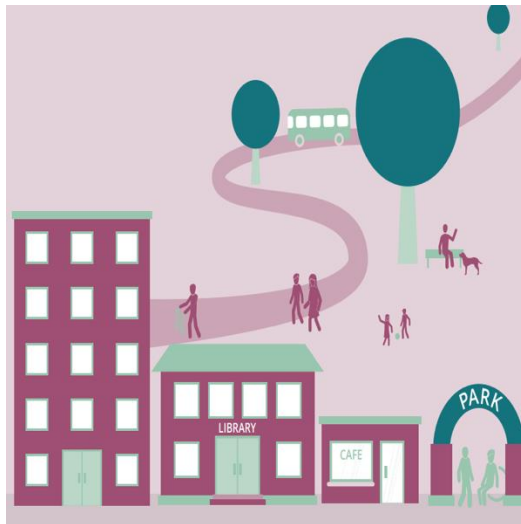
Systems Theory

Systems Theory

- Systems theory recognises that individual's support networks is central to their lives.
- Looking at a whole system is crucial to help support the individual to access services and have fulfilling lives.
- There are three systems which can operate in a person's life as follows:

- **1. Informal system**
- **2. Formal systems**
- **3. Public systems**

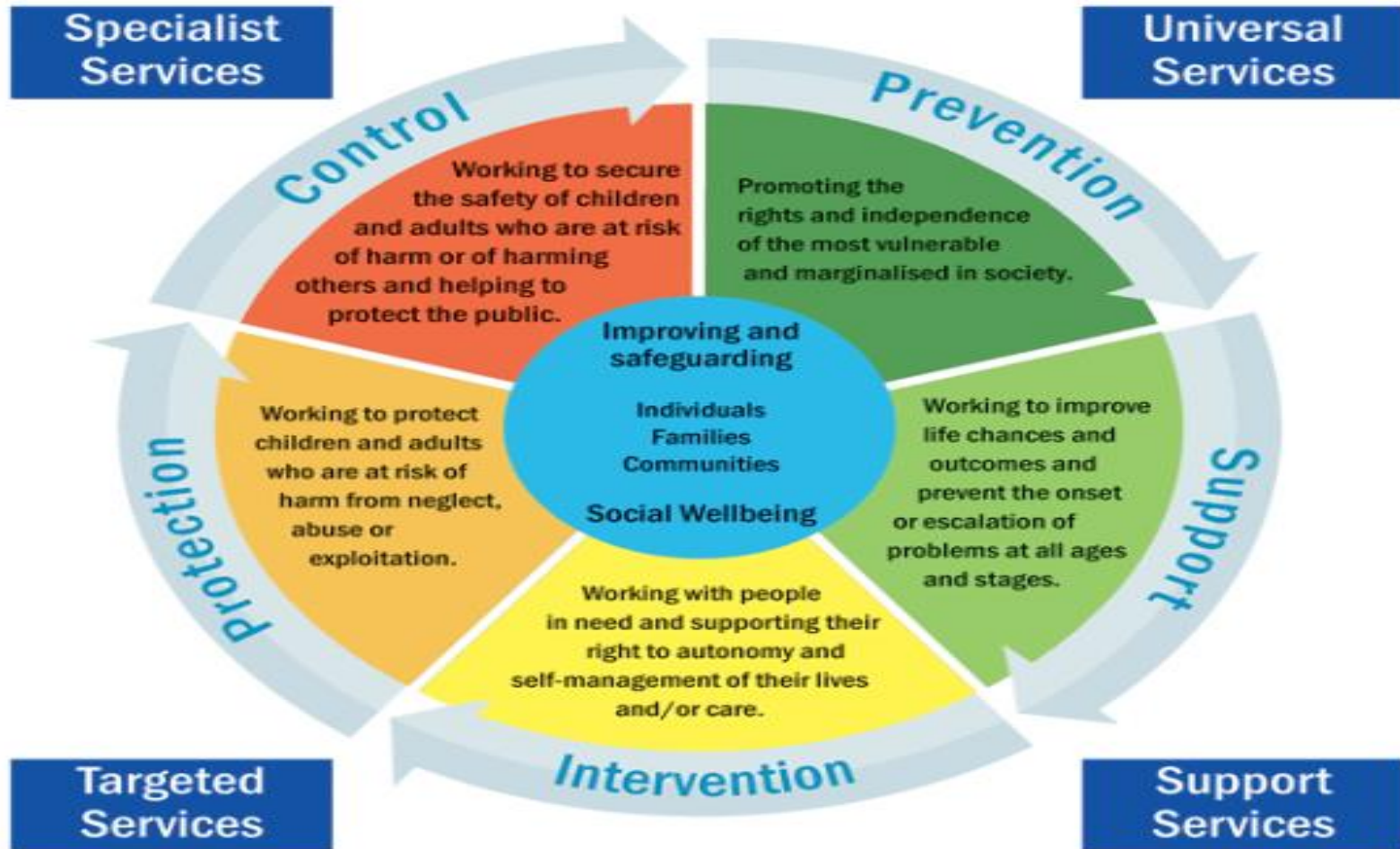
(Maclean Associates, 2015).



**“FRIENDS NEXT DOOR
AND HELP
ALWAYS NEARBY.”**



Systems theory in practice



Different health and social care systems

Strengths-based social care

Graphic 22 - Strengths-based social care



(DHSC, 2019, p.41)

Universal health care systems



- The NHS is a universal service and free to UK citizens. It is formal and a public system with lots of complex interconnections.
- Medical services are covered through the NHS when accessing treatment or having immunisations programmes such the as Covid-19 vaccine.
- The types of universal services include A & E, ambulance, emergency visits, preventative programmes, surgical procedures, and ongoing treatment packages.
- Primary care services such as maternity care or GP services have their own systems to support individuals.
- Hospital care is free of charge for UK citizens.

The acute or critical care systems

- Acute/critical care is short-term health care that involves treatment and care which is immediate, but not over a long period of time.
- It is a formal and public system with immediate interconnections at a time of crisis or critical need.
- This type of care is typically used for injuries, illnesses, urgent and emergency needs, and for recovery or rehabilitation after surgery.
- Acute care is in contrast to long-term care, sometimes called chronic care, for recurring illnesses and progressive or terminal conditions.



([Acute and Short-Term Care | Standards of Care](#) Sept 2022)

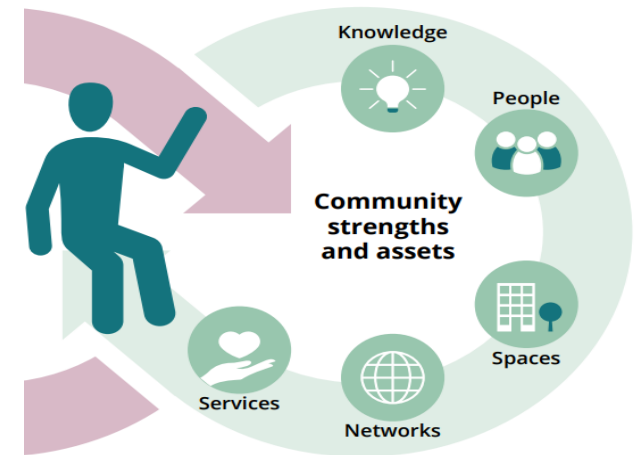
Targeted Systems

- The services provided by a targeted system focuses on addressing the needs of the individual to help support them to improve their health and wellbeing. An example is people with disabilities who may experience barriers in accessing health or social care services, which may result in health inequalities.
- It's a formal system of health and or social care which targets the persons needs within the wider system for accessing services.



Family support and community care systems

- Adult social care is part of a complex system of services and support – including the NHS.
- This can be both a formal or informal system of health and social care.
- Social care is delivered by a wide range of people, organisations and professionals, and within families and communities.
- Community services play a key role in individual's lives with a range of activities e.g., domiciliary care, home care, equipment adaptations, family support, day care etc.



Holistic health and social care

Social Care interventions should be holistic, exploring the entirety of an individual's circumstances and focusing on 'what is strong, and not what is wrong'

Strengths-based practice requires meaningful conversations with individuals where the individual is an expert in their own life

A strengths-based approach unfolds and develops individual strengths, community assets and family and social networks

A strengths-based intervention aims to promote the individual's wellbeing considering their strengths, needs and personal outcomes

[Video: What is a strengths-based approach? | SCIE](#)

H & SC Practice in a strength-based approach includes ...

Graphic 18 - Summary of what strengths-based practice is

Strengths-based approach/practice is...

- An approach 'how to carry out interventions'
- Holistic and multidisciplinary
- Collaborative
- Proportionate
- Appropriate to the individual circumstances = flexible
- Aligned with risk enablement and positive risk taking
- A focus on 'what matters to you' and what is strong'
- Identifying personal, family and community strengths and support the individual in linking with them
- Supporting community development
- Applicable to any intervention, setting, type or level of need and profession.

(DHSC, 2019 p.29)

Additional Resources on Strength-based Approach



Department
of Health &
Social Care

Strengths-based approach: Practice Framework and Practice Handbook

Published February 2019

[Strengths-based approach: Practice Framework and Practice Handbook
\(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

InfoSkills Gym

Build up your academic skill base

- Access Academic & Infoskill via Moodle
 - Enrol if you have not already
 - Week 4:
Referencing Unit 4 – The Mechanics
- 15 minutes individual activity

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Academic and InfoSkills

Mae'r modiwl hwn hefyd ar gael yn Gymraeg [Cymraeg](#)

Our Skills programme is designed to create opportunities for students to develop their transferable academic and information skills, facilitating both their academic success and employability. The curriculum covers a wide range of topics – from finding library resources to fake news to managing your online presence.

Our team of Academic Liaison Librarians have developed a series of online Units that allow you to develop your skills anywhere, anytime, to suit you. Click the tiles below to get started:

Overall progress % 0

- Finding and Using Information
Progress: 0 / 12
- Referencing
Progress: 0 / 7
- Researchers
Progress: 0 / 3
- Generative AI
Progress: 0 / 2

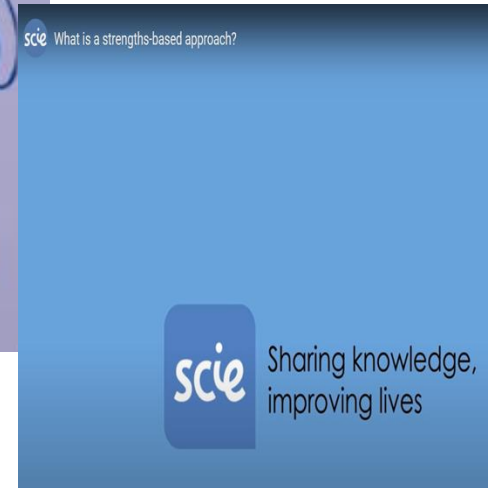
Refreshment Break

Session 3

Group Work Activities



SCIE Video on Strengths-based Approached



[Video: What is a strengths-based approach? | SCIE](#)

Groupwork Activity

Using the concepts for providing a holistic approach to person centred care within service delivery, make up a fictitious person to illustrate what you would do to ensure you are person-centred and providing a strengths-based approach to support the individual.

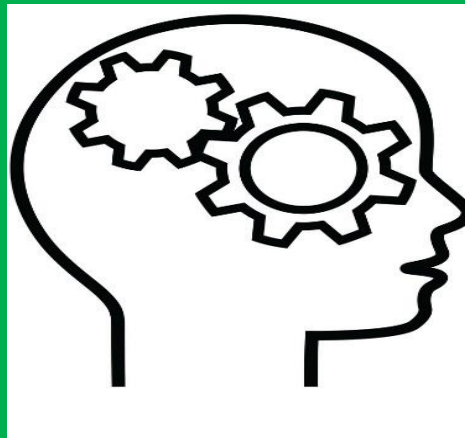
- **Red group** – A male with mental health needs living in a supported living accommodation in the community.
- **Blue group** – A elderly female living independently in their own home with caring support.
- **Yellow group** – A young adult with a physical disability living at home with their parents' support.
- **Orange group** – An older person living in residential care in a community village.
- **Green group** – A person with dementia care needs with carers support in their own home.
- **Purple group** – An older couple in private independent living accommodation.

Session 4

Group Presentations

Session 5

Recap and Self Reflection Point



REMINDER FOR NEXT WEEK

Week 5

**Bring draft work to class to
work on or show to lecturer**

Questions?



References

- Brook, D. (2004) **What is person-centred care in dementia?** Reviews and Clinical Gerontology, Vol. 13, pp 2015-22.
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- Maclean, S. (2015) **Social Work Theory Cards.** Kirwin Maclean Associates LTD: Lichfield.
- [Strengths-based approach: Practice Framework and Practice Handbook \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/publications/strengths-based-approach-practice-framework-and-practice-handbook) (29th September 2022)
- [Video: What is a strengths-based approach? | SCIE](https://www.youtube.com/watch?v=...) (29th September 2022)